

Abstract

A telecommunications system and method is disclosed which introduces events into a current voice call of a telephone between at least two telephone users in a telecommunications network. The event is typically an audio file which can be introduced into the current voice call, in response to an event initiated by one of the telephone users. The invention can also be employed with Interactive Voice Response (IVR) systems for delivering audio, visual and translated information to a user in a telecommunication network. The invention is particularly suitable for use in Telecommunication Relay Services (TRS) systems. In another embodiment the invention provides a way of converting audio data to a visual representation and vice versa for telecommunication users.